

Service Accent

Sage Live Link Setup & User Guide

2014



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Introduction

Welcome to the Service Accent Sage Live Link Setup and User guide.

This chapter contains the following topic

- Overview Of Sage Live Link
- The Service Accent Document Set
- About this Guide
- Documentation Conventions
- Contacting Your Support Provider

Overview Of Sage Live Link

The Service Accent Sage Live Link module is a real time link into Sage 50 Accounts 2008 and Sage 50 Accounts 2009.

The Service Accent Sage Live Link module allows customer records that are created or amended in Service Accent to automatically update the customer record in Sage 50 Accounts.

Invoices created in Service Accent can be automatically posted into Sage 50 Accounts.

The Service Accent Sage Live Link module is a one way connection, that is, any changes made to customers records in Sage 50 Accounts will not update Service Accent.



The Service Accent Document Set

The Service Accent document set consists of the following guides:

- **Service Accent Installation And Setup Guide** – this document describes how to install and configure Service Accent.
- **Service Accent User Guide** – this document describes how to use Service Accent.
- **Service Accent Online Meter Billing Setup & User Guide** – this document describes how to configure and use Service Accent Online Meter Billing.
- **Service Accent Sage Live Link Setup & User Guide** – this document describes how to configure and use Service Accent Sage Live Link.
- **Service Accent SMS & Email Notifications Setup & User Guide** – this document describes how to use Service Accent SMS & Email Notifications.
- **Service Accent Wireless Setup Guide** – this document describes how to install and setup Service Accent Wireless.
- **Service Accent Wireless User Guide** – this document describes how to use Service Accent Wireless.
- **Service Accent Remote Customer User Guide** – this document describes how to use Service Accent Remote Customer.
- **Service Accent Remote Engineer User Guide** – this document describes how to use Service Accent Remote Engineer.
- **Service Accent Remote Email Setup & User Guide** – this document describes how to configure and use Service Accent Remote Email.
- **Service Accent Messaging Setup & User Guide** – this document describes how to configure and use Service Accent Messaging.
- **Service Accent Mobile User Guide** – this document describes how to use Service Accent Mobile.

About this Guide

This guide consists of the following chapters:

- **Chapter 1: Introduction** – an overview of Sage Live Link, documentation conventions, and Vantage Computing contact information.
- **Chapter 2: How to setup Sage Live Link** - details on how to setup Sage Live Link.
- **Chapter 3: How to use Sage Live Link** - details on how to use Sage Live Link.

Documentation Conventions

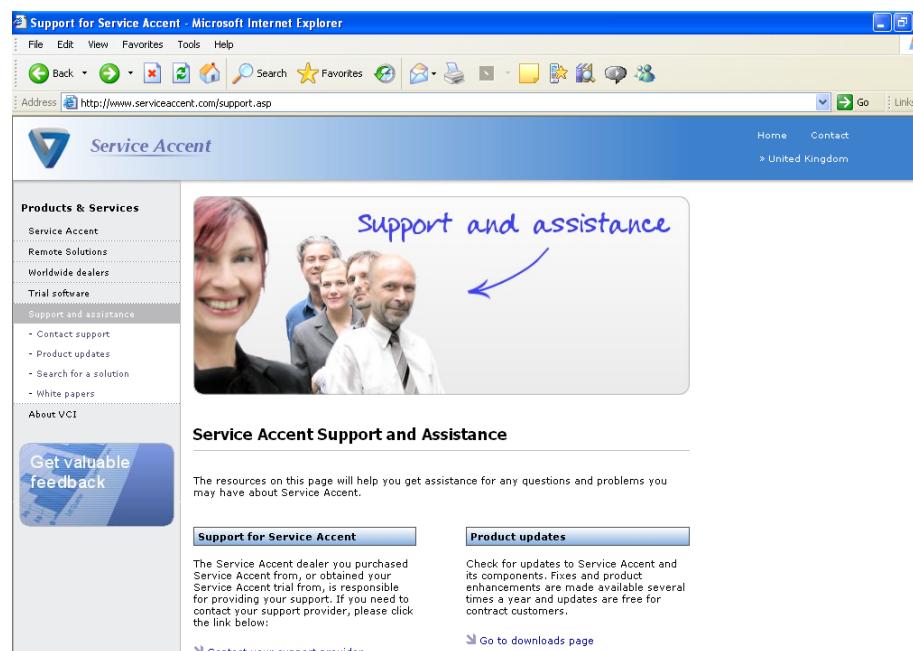
The following icons highlight particular sections.

-  **Caution** – failure to observe the caution described in this section may prevent Service Accent Online Meter Billing from operating properly.
-  **Note** – sections highlighted with this icon contain pertinent information, such as exceptions to the preceding steps or sections.
-  **Hint** – sections highlighted with this icon contain hints or suggestions.

Contacting Your Support Provider

Web site: www.serviceaccent.com, click on **support and assistance**

Telephone and **Email** details will be provided by your support provider.



How to set up Sage Live Link

Before you start using Sage Live Link, you need to configure Sage 50 Accounts 2008/2009 and Service Accent.



Sage Live Link is an optional module and only works with version 203 or greater of Service Accent and Sage 50 Accounts 2008 and for Sage 50 Accounts 2009 Service Accent version 204 or greater is required.

For the purpose of this manual Sage 50 Accounts 2008 and Sage 50 Accounts 2009, will be referred to as Sage 50 Accounts.

Sage 50 Accounts Configuration

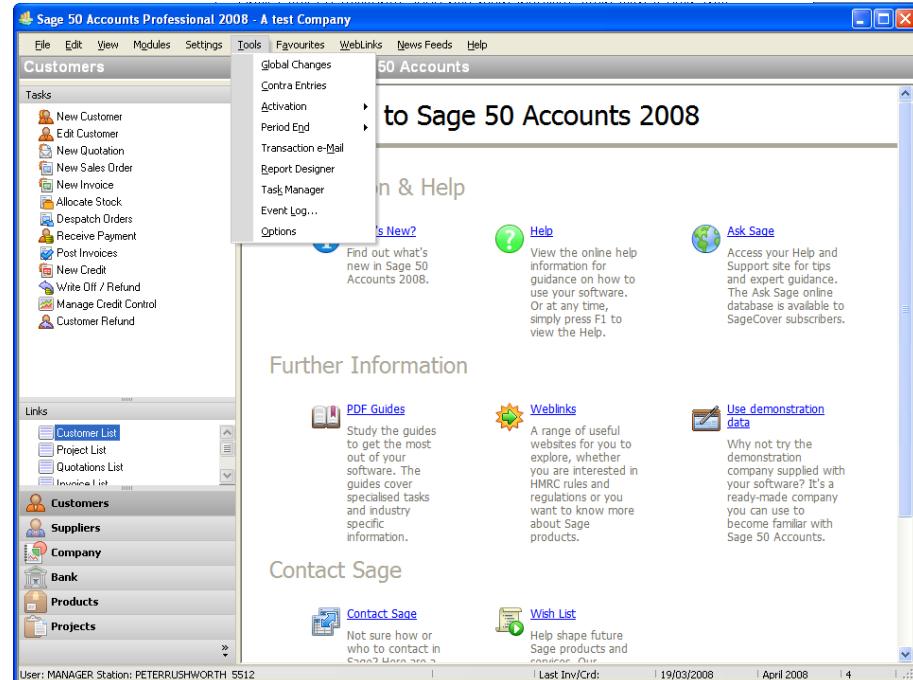
If not already done so, install Sage 50 Accounts by referring to the installation documentation supplied.

To configure Sage 50 Accounts

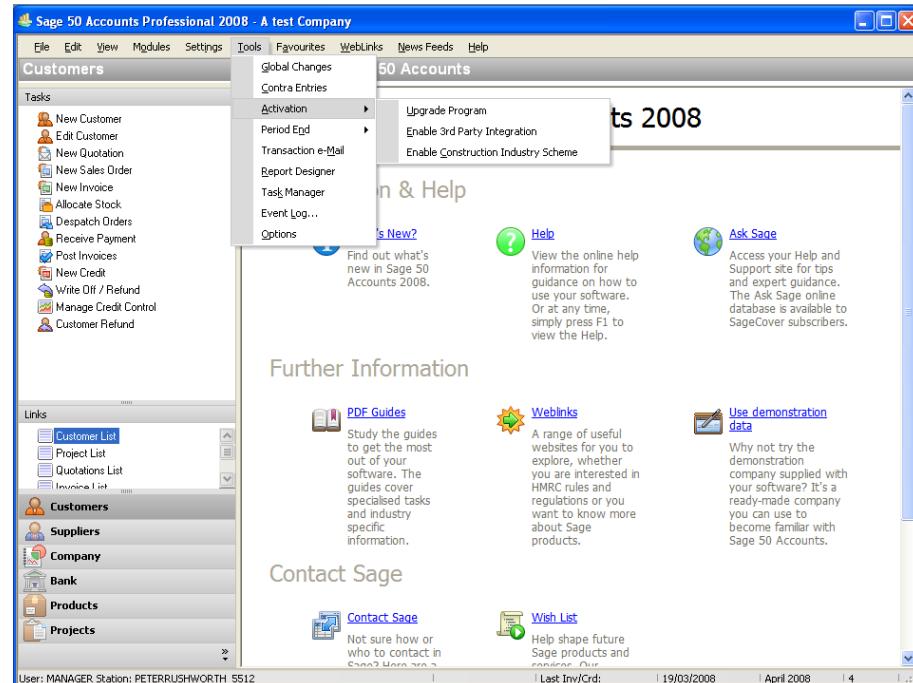
1. Login to Sage 50 Accounts with a user that has administrative rights.
2. The following or similar will be displayed



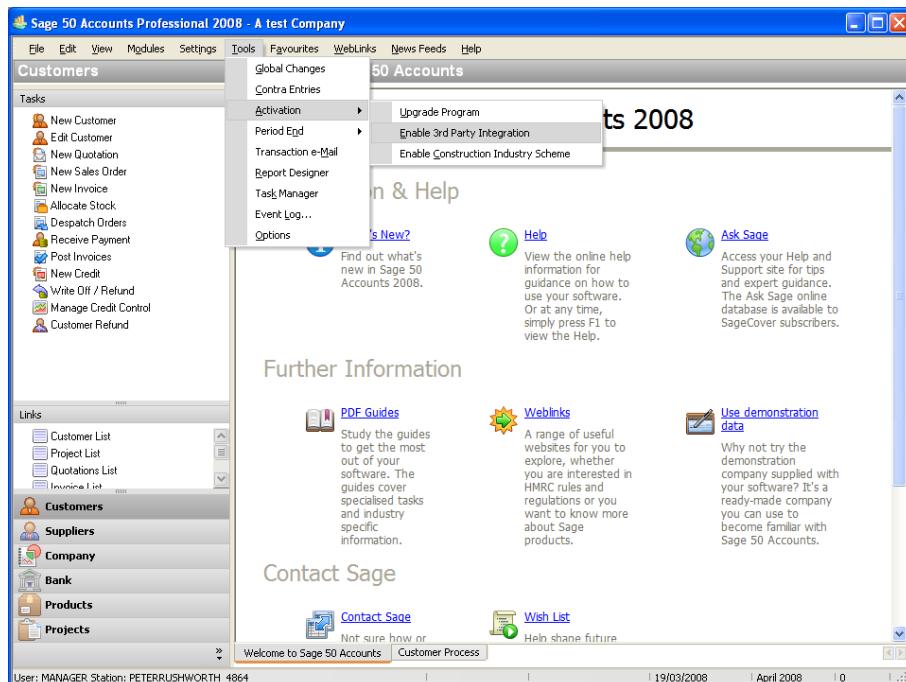
3. Click Tools



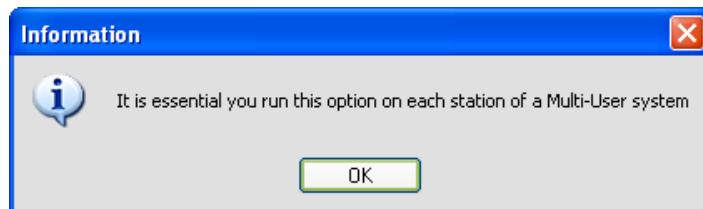
4. Click Activation



5. Click Enable 3rd Party Integration



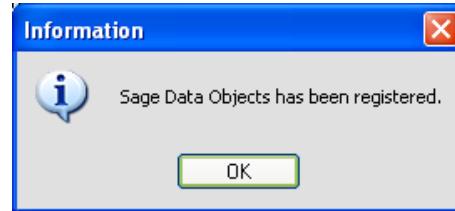
6. If you are using a multi-user version of Sage 50 Accounts, this configuration will have to be performed on each workstation. The following message will be displayed



7. Click **OK** to acknowledge the message
8. The following is then displayed



9. Contact Sage customer services on one of the numbers shown to get your **Serial Number** and **Activation Key**. Then enter these in the applicable area.
10. Click **Continue** and if the **Serial Number** and **Activation Key** are correct, the following will be displayed



11. Click **OK** to acknowledge the message.

Service Accent Configuration

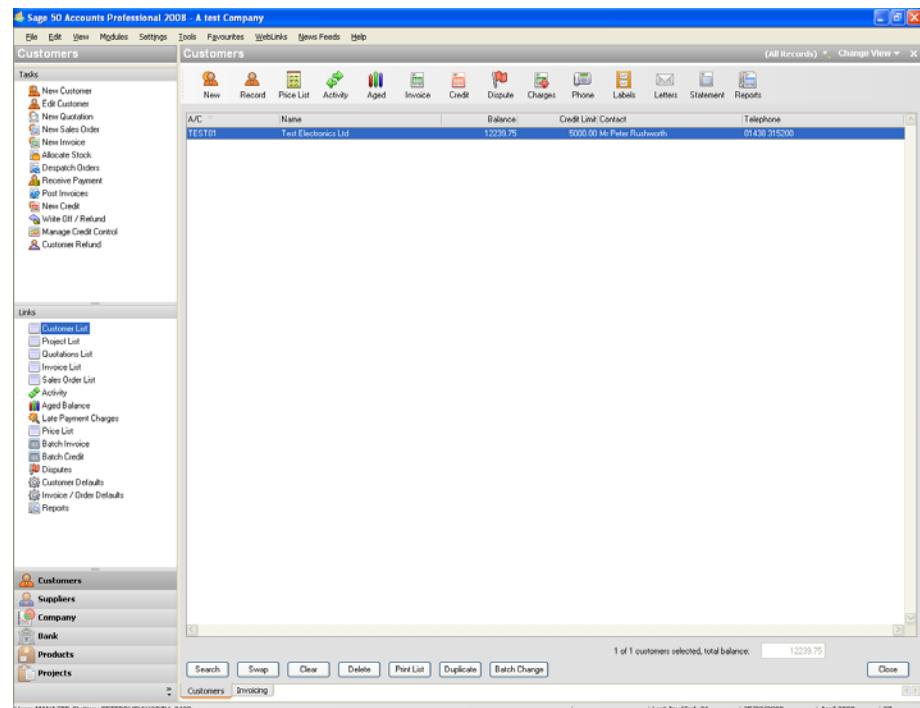
Sage 50 and Service Accent Invoice Numbers



When Service Accent posts invoices or credits to Sage 50 Accounts, the Service Accent invoice number or credit note number is replaced with the next sequential Sage 50 Accounts invoice number or credit note number. Therefore it is imperative that the invoice and credit numbers in Service Accent are setup to match the invoice and credit numbers in Sage 50 Accounts.

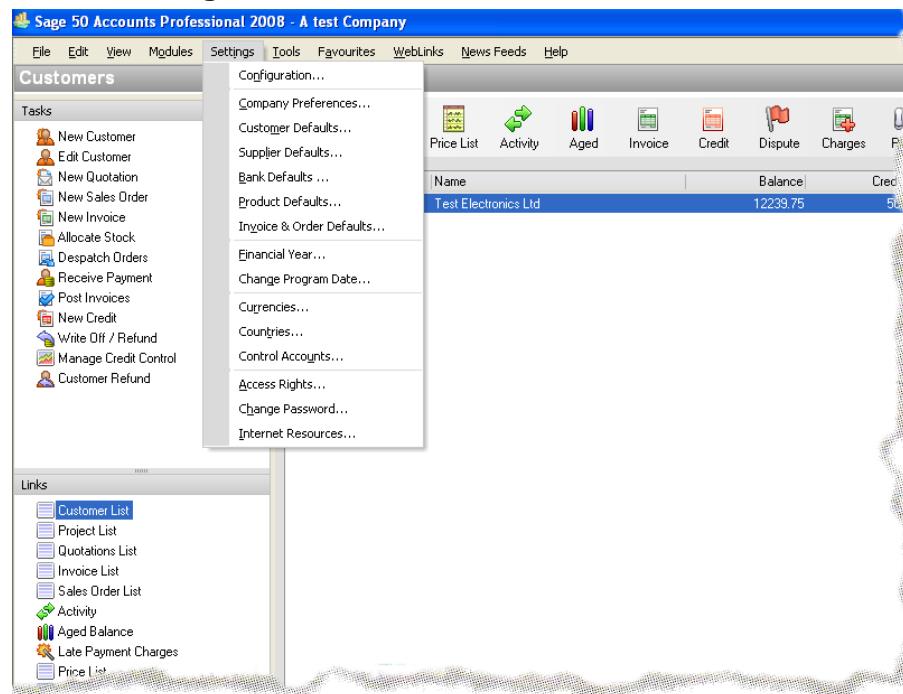
To synchronise Sage 50 Accounts & Service Accent Invoice Numbers

1. The following or similar will be displayed

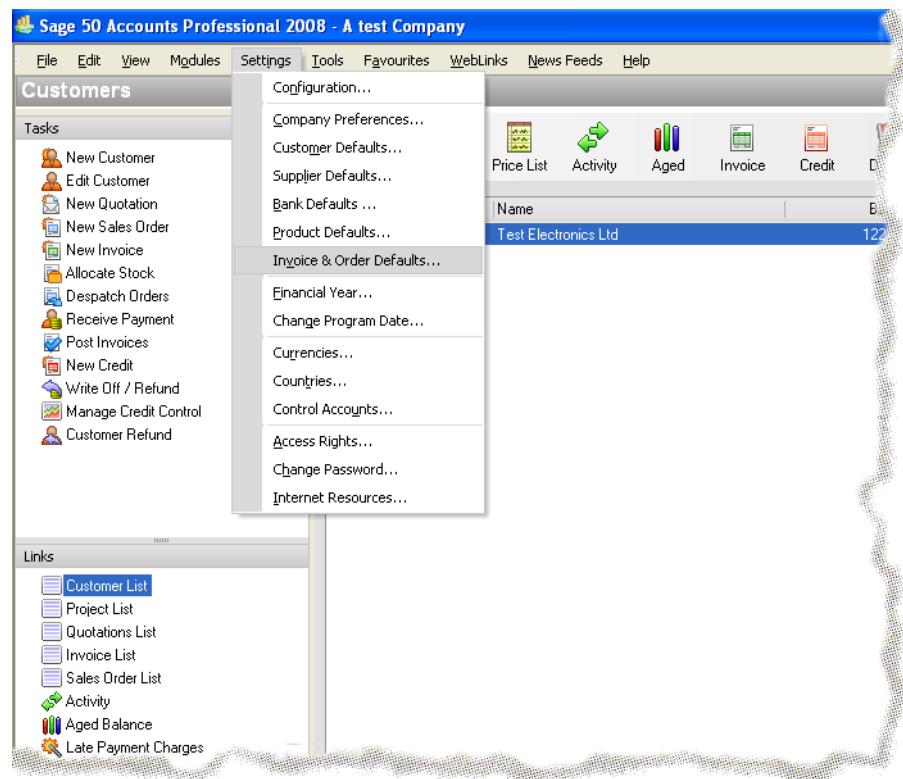




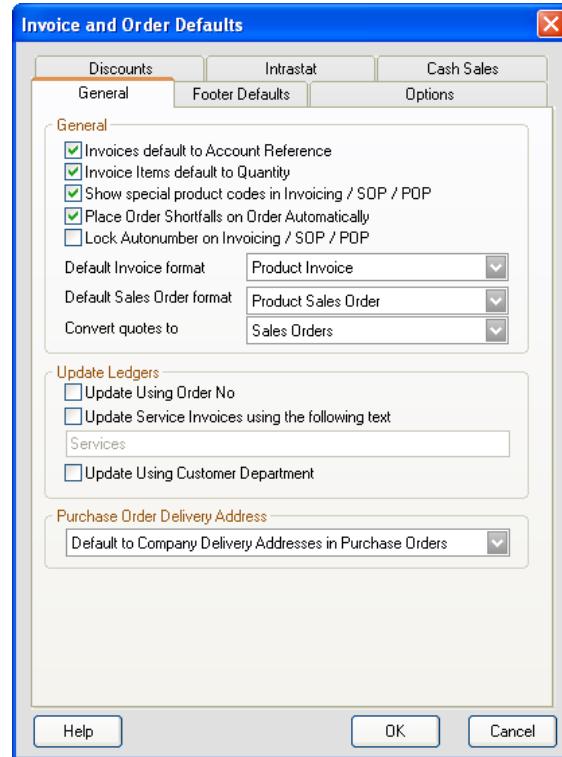
2. Click **Settings**



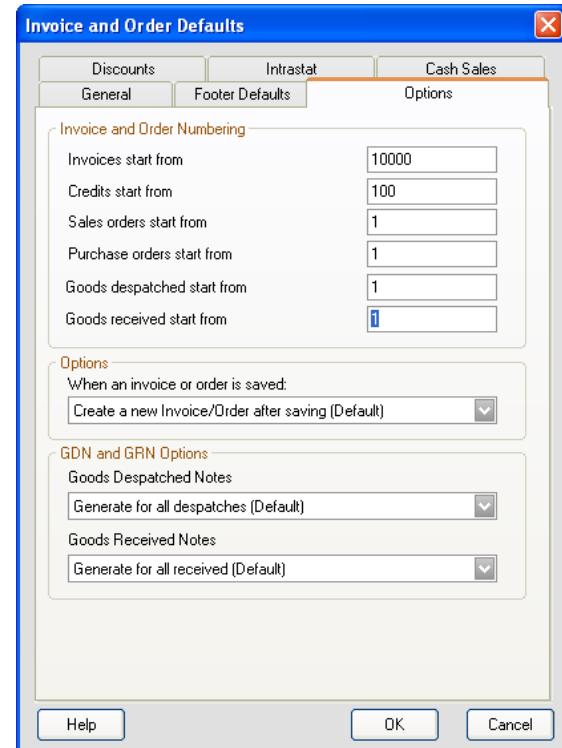
3. Click **Invoice & order defaults**



4. The following will appear



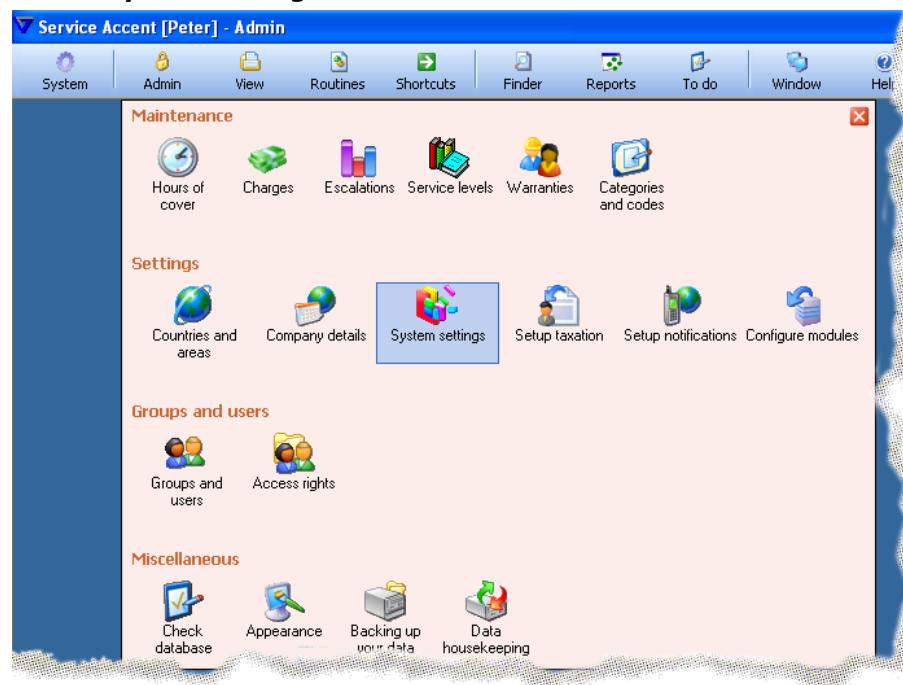
5. Click the **Options** tab



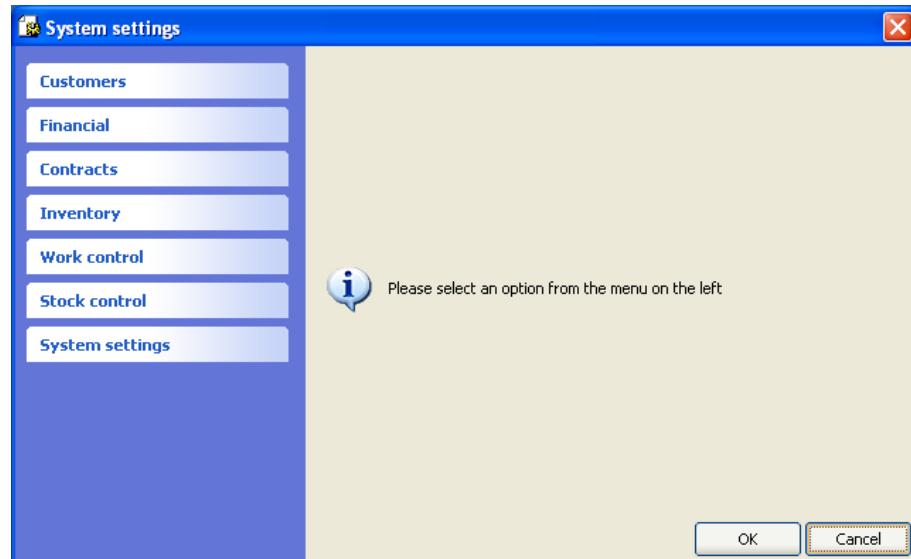
6. Take a note of the **Invoices start from** and **Credits start from** numbers as these will be used in Service Accent.
7. Click **Cancel** to close the **Invoice and order defaults** screen.
8. The next step is configure Service Accent with these invoice and credit note numbers.



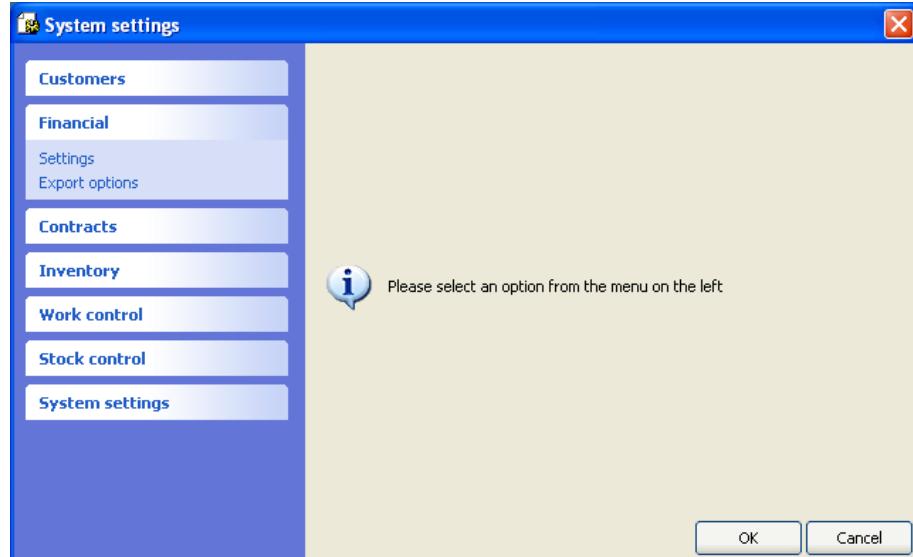
9. Click **Admin** from the Service Accent button bar, under **Settings**, click the **System settings** icon.



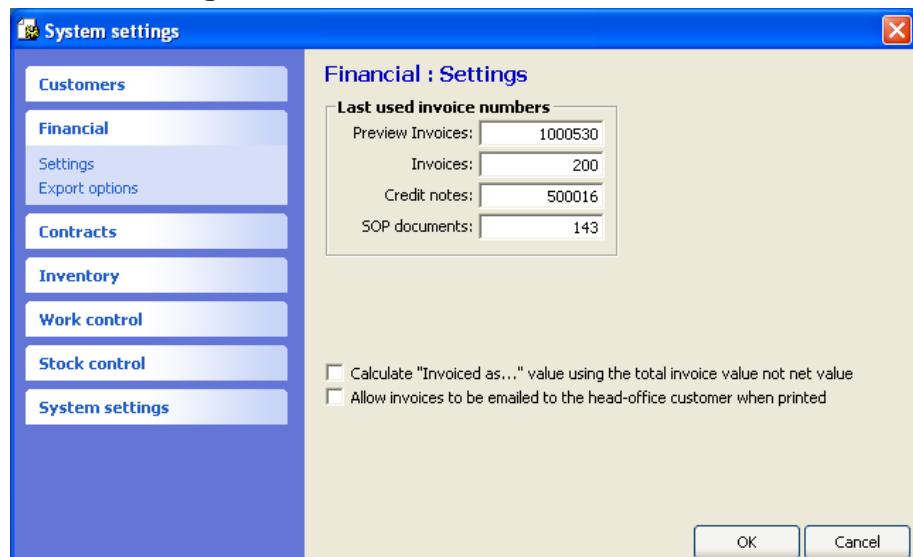
10. The following is displayed



11. Click **Financial** and the following is shown



12. Click **Settings**



If the Service Accent invoice number or credit note number are greater than the invoice number and credit note number in Sage 50 Accounts (see page 10) then you will have to increase the numbers in Sage 50 Accounts to be one more than the ones in Service Accent. This is because invoices and credits will already have been generated in Service Accent with an invoice/credit number that may possibly be overwritten by the Sage 50 Accounts invoice/credit number.

13. In the **Invoices** field, change the **last used invoice number** to the Sage 50 Accounts invoice number minus 1 (as noted on page 10).
14. In the **Credit notes** field, change the **last used invoice number** to the Sage 50 Accounts credit note number minus 1 (as noted on page 10).
15. Click **OK** to save the new settings.



Changing the Country Code in Service Accent

Sage 50 Accounts has specific codes for each country and as such you will need to configure the country code in Service Accent to match the applicable code in Sage 50 Accounts.

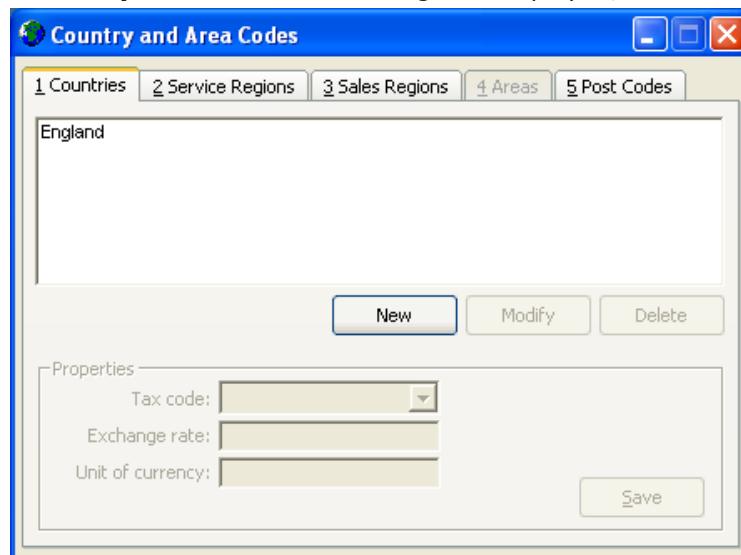
Changing the country code in Service Accent will automatically populate the whole of the Service Accent database.

To change the country code

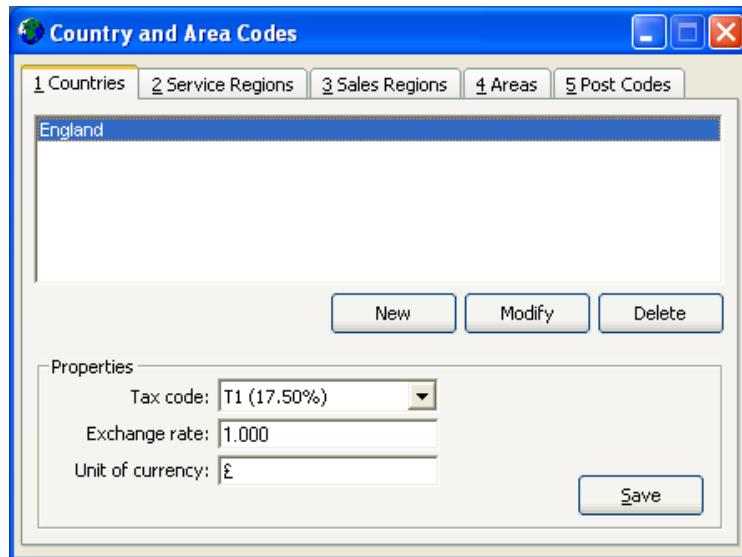
1. Click **Admin** from the Service Accent button bar, under **Settings**, click the **Countries and areas** icon.



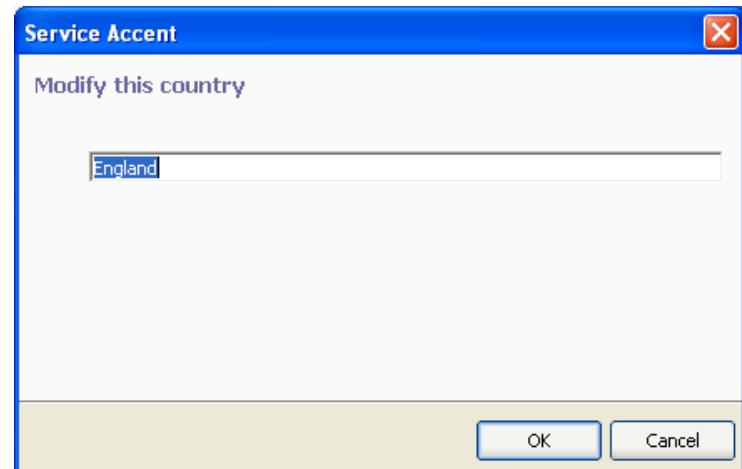
2. The **Country and Area Codes** dialogue is displayed;



3. Highlight the country code to change

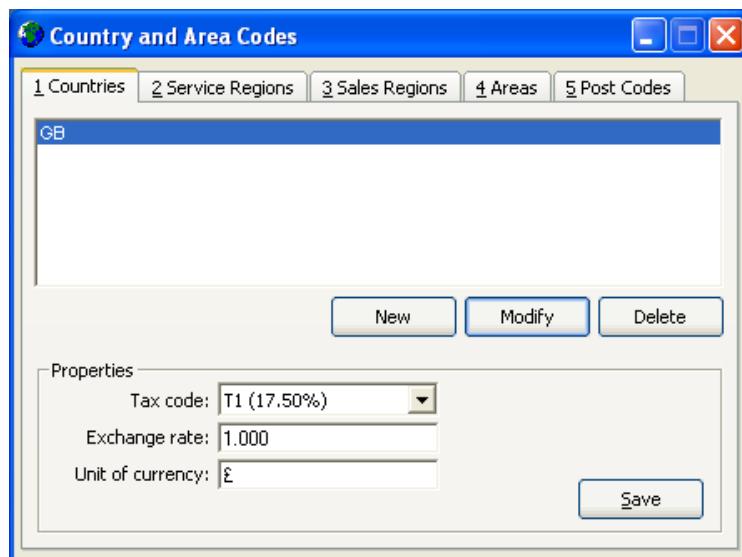


4. Click **Modify**



5. Enter the correct Sage 50 Accounts country code for this country. In this example, the code is **GB**. Please refer to your Sage 50 Accounts 2008 user manual for further country codes.

6. Click **OK**



7. Click **Save** to save the modified country code.

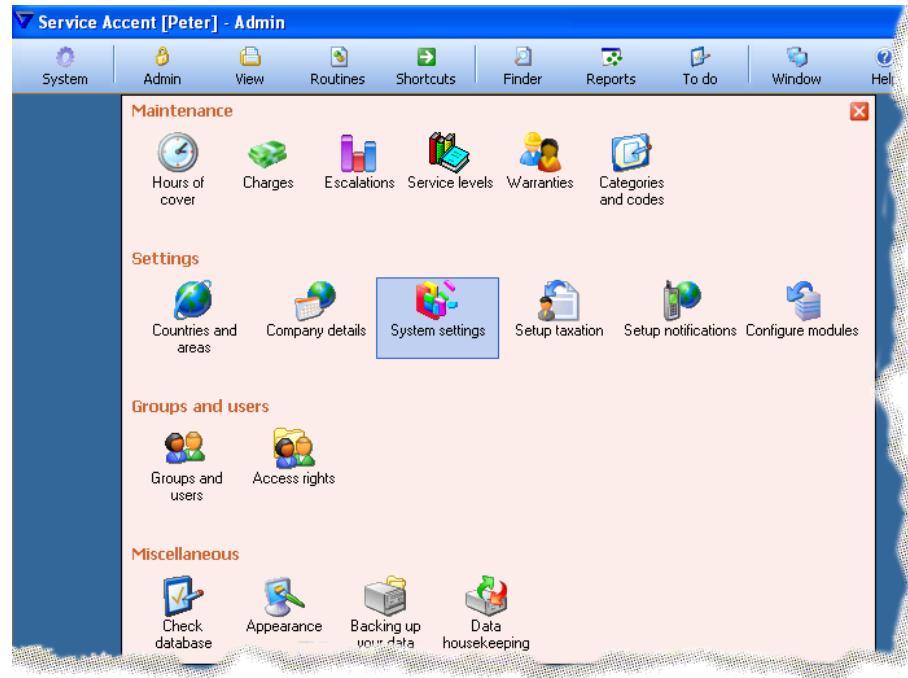


Assigning the Export options in Service Accent

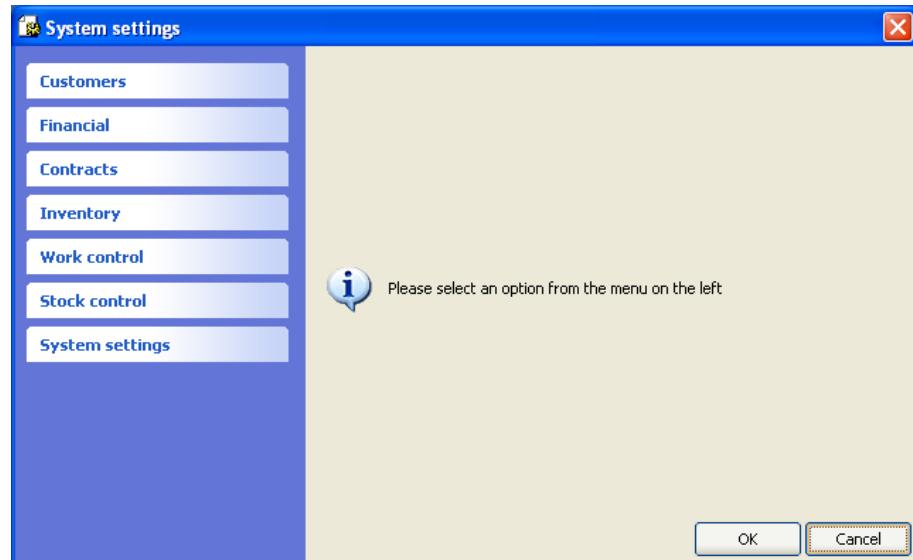
Before you can automatically post invoices and credits to Sage 50 Accounts, each workstation running Service Accent has to have the correct export options assigned.

To assign the export options

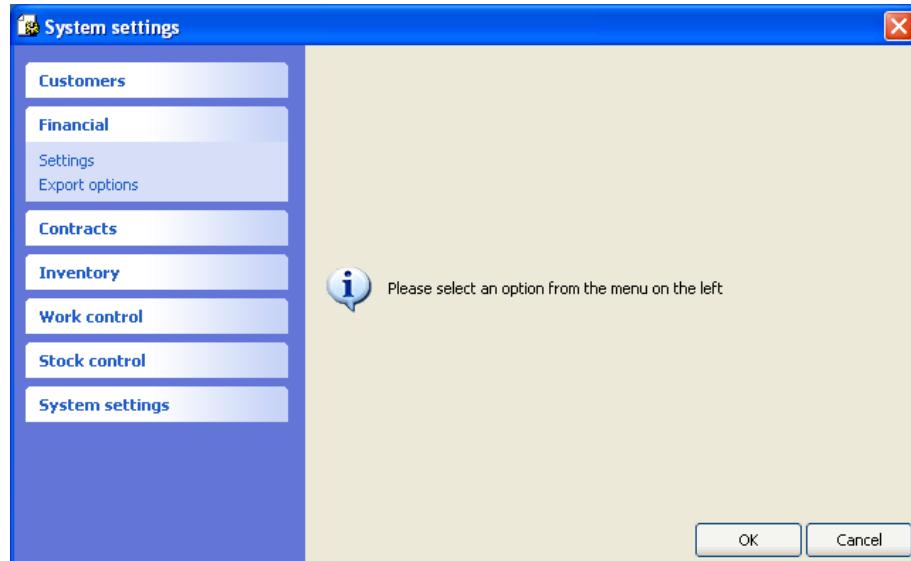
8. Click **Admin** from the Service Accent button bar, under **Settings**, click the **System settings** icon.



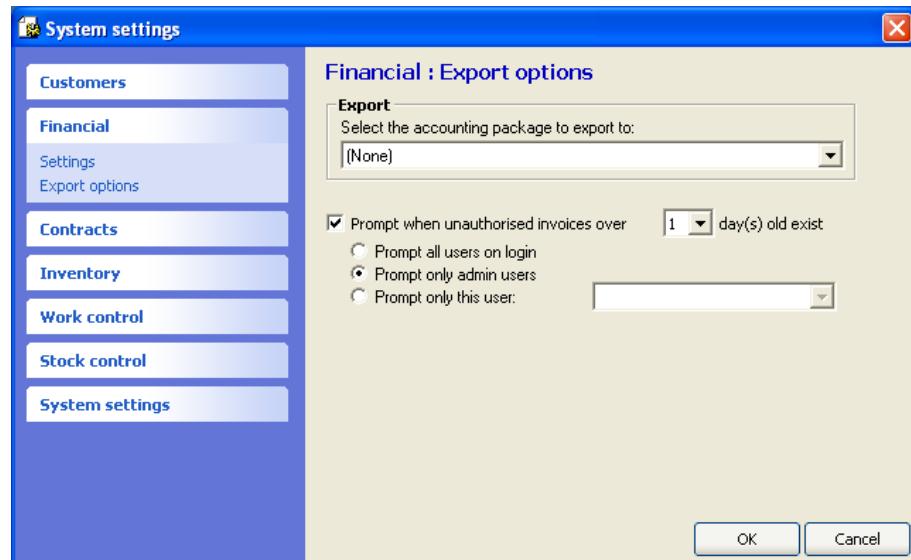
9. The following is displayed



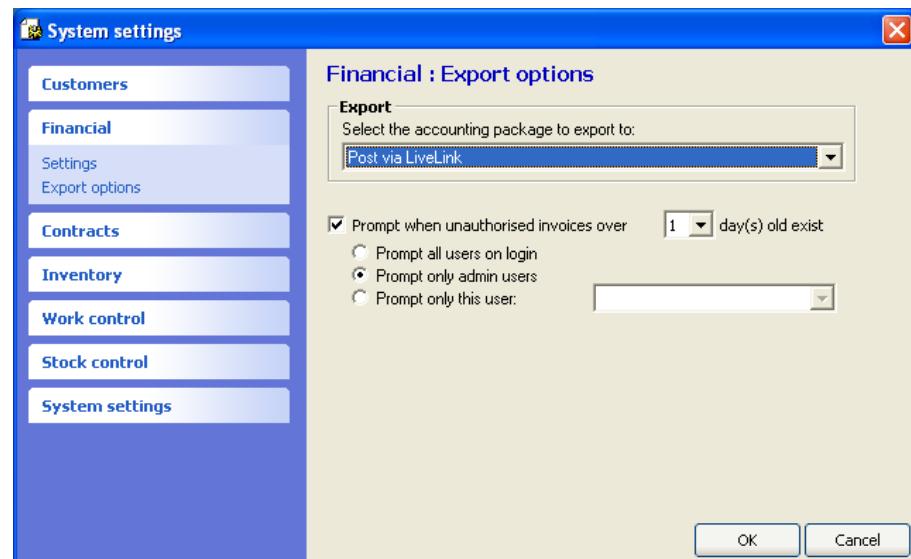
10. Click **Financial** and the following is shown



11. Click **Export options**



12. From the **Select the accounting package to export to drop-down list. select **Post via LiveLink**.**



13. Click **OK to save the export option.**



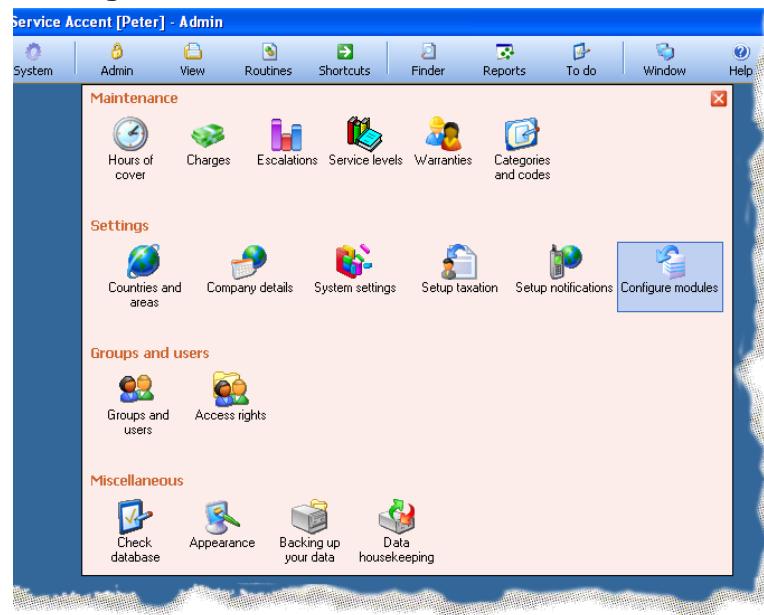
Configuring Service Accent For Sage Live Link

Before you can start using Sage Live Link, Service Accent needs to be configured. This configuration has to be done on each workstation running Service Accent.

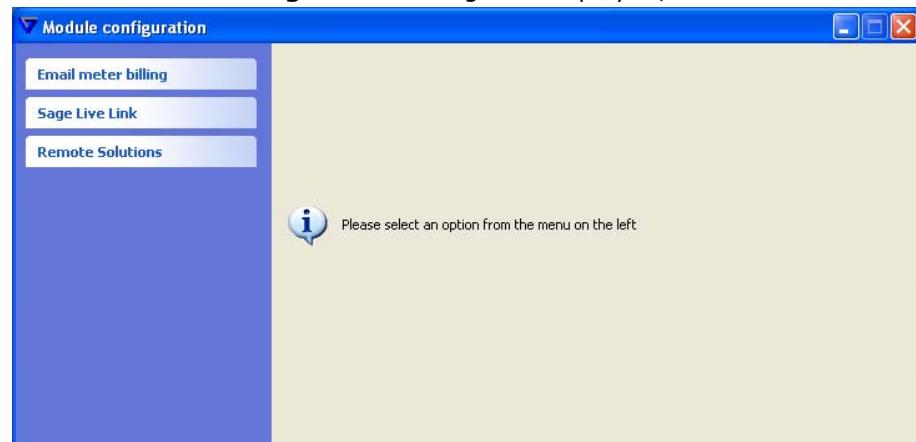
If the workstation does not have Sage 50 Accounts installed, you will have to install the Sage Data Objects Engine. This should be on your original Sage install cd. If not, this can be downloaded from <http://serviceaccent.com/setup> and then click on the Sage Live Link link.

To configure Service Accent for Sage Live Link

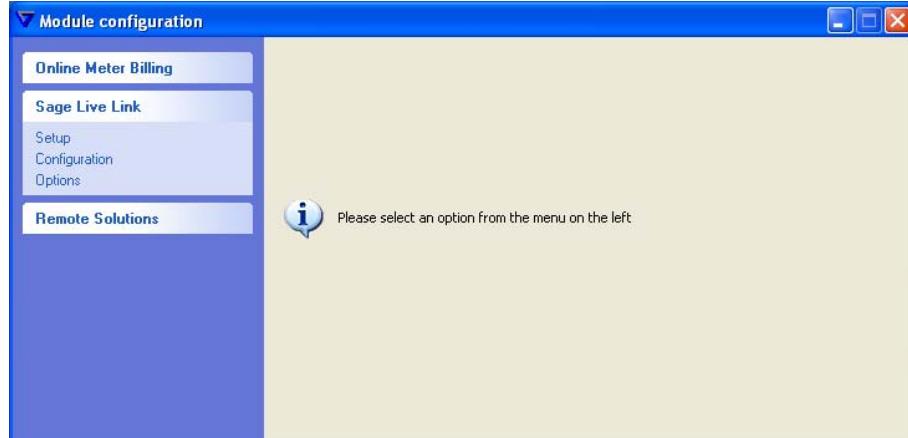
1. Click **Admin** from the Service Accent button bar, under **Settings**, click the **Configure modules** icon.



2. The **Module configuration** dialogue is displayed;



3. Click the **Sage Live Link** link and the following is displayed;



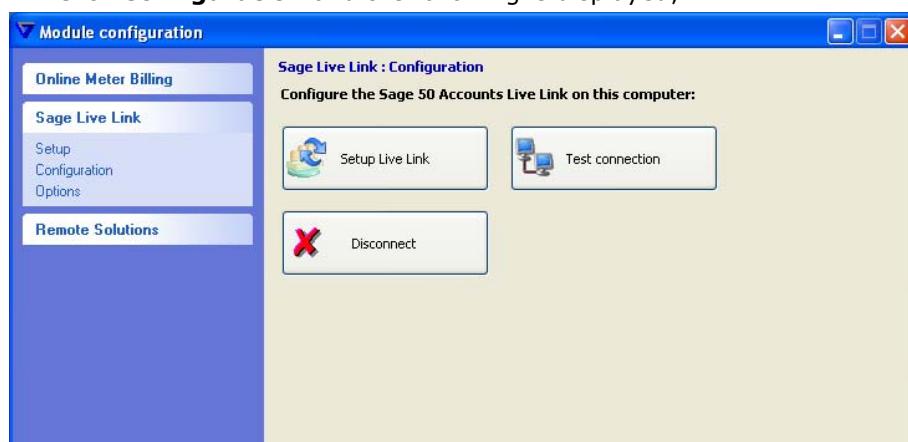
4. Click **Setup** and the following is displayed;



5. Select the version of Sage 50 Accounts that Service Accent is to connect to.

6. Click the **Save these settings** button. You will need to restart Service Accent if any changes are made.

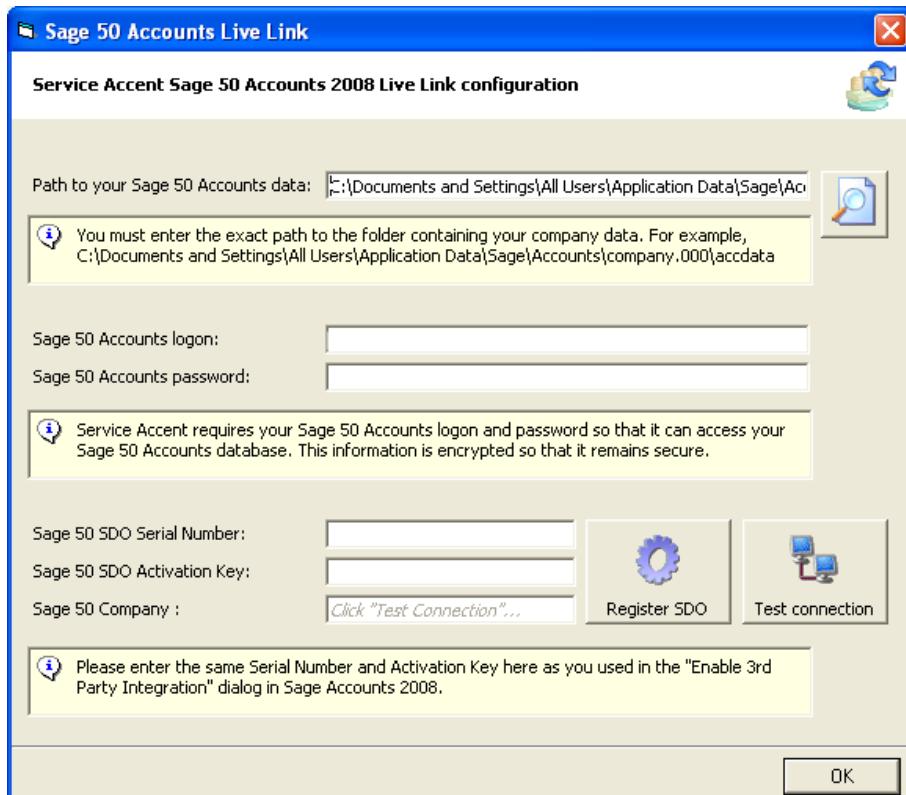
7. Click **Configuration** and the following is displayed;



8. The configuration details shown are for configuring Sage 50 Accounts 2008, but the screens are the same for Sage 50 Accounts 2009.



9. Click **Setup Live Link** and the following is displayed



10. In the **Path to your Sage 50 Accounts data** field, enter the exact path to the folder containing your company data, alternatively click on the magnifying glass button to browse to the location. You must select the **accdata** folder in the correct company folder.

11. Service Accent Live Link must login to Sage 50 Accounts. Therefore it is recommended that you create additional users within Sage 50 Accounts (please refer to the Sage 50 Accounts setup guide for further instructions on creating users). You will need to create a user in Sage 50 Accounts for each Service Accent workstation. For example, if you have a 5 user version of Service Accent, you will need to create 5 users in Sage 50 Accounts. In the **Sage 50 Accounts login** field, enter the user name and in the **Sage 50 Accounts password** field, enter the password.

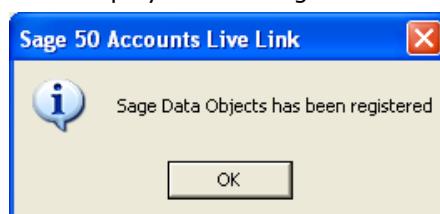
12. In the **Sage 50 SDO Serial Number** and **Sage 50 SDO Activation Key** fields, enter the same serial number and activation key as used in point 9 (page 8) of Sage 50 Accounts Configuration.

13. Click the **Test connection** button to populate the **Sage 50 Company** box with name of the company as setup in Sage 50 Accounts. You are unable to type into this field.

14. Click the  icon to register this workstation.

Register SDO

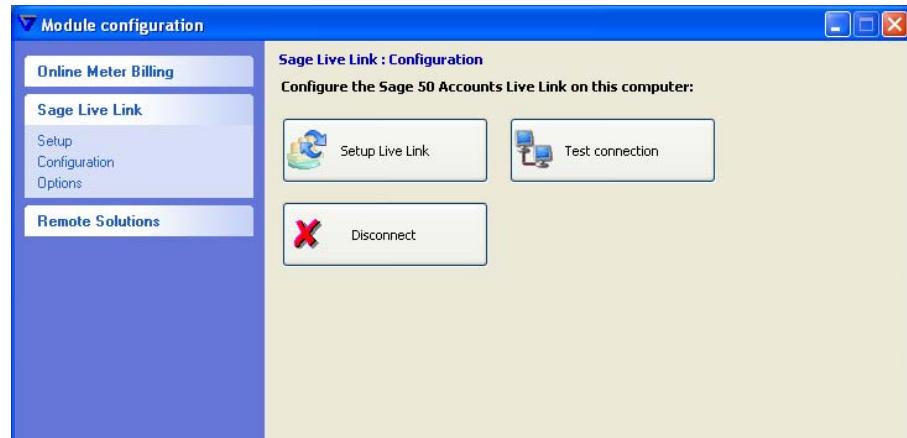
15. The following will be displayed if the registration is successful



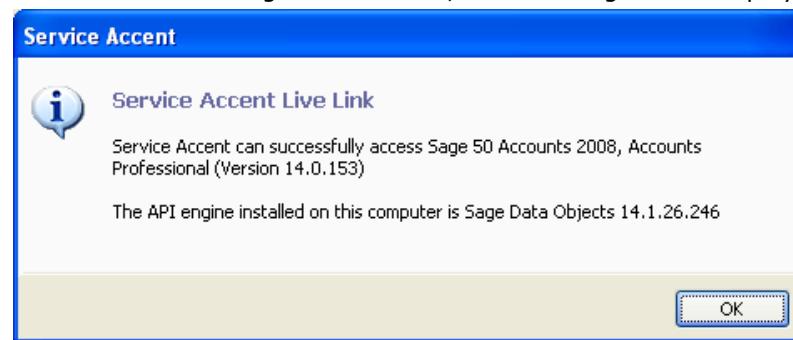
16. Click **OK** to acknowledge the message.
17. Click **OK** to close the configuration dialogue.

To test the connection to Sage 50 Accounts

1. To test the connection to your Sage 50 Accounts, from the Sage Live Link configuration dialogue



2. Click the **Test connection** button and if Service Accent can communicate with Sage 50 Accounts, the following will be displayed



3. If you receive any other message, please contact your support provider for assistance.

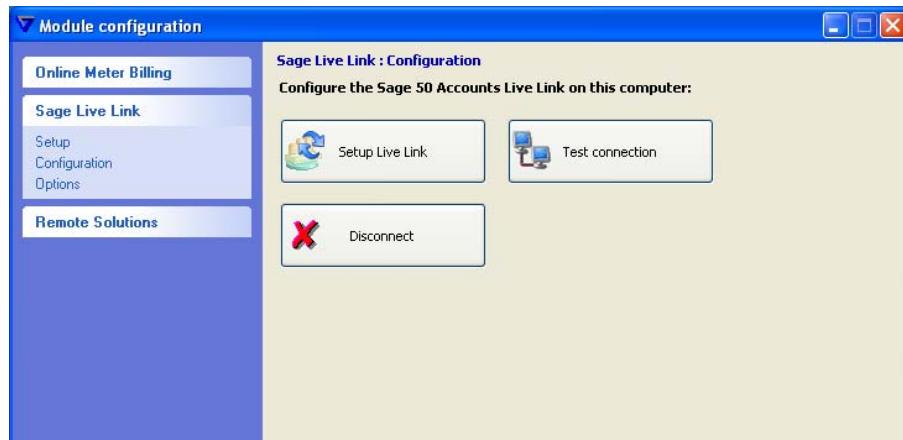
To disconnect the connection to Sage 50 Accounts

There are certain features in Sage 50 Accounts that require only one user to be logged in (Maintenance, Account deletion, Month end routines, for example). As Service Accent Sage Live Link is logged in as a user, you will need to either shut down Service Accent or temporarily disconnect.





1. To disconnect the connection to your Sage 50 Accounts, from the Sage Live Link configuration dialogue



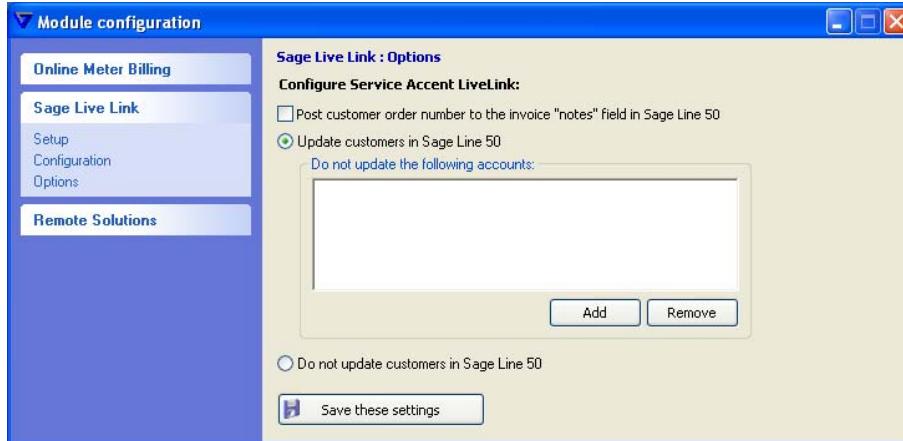
2. Click the **Disconnect** button to disconnect from Sage 50 Accounts.
3. You will now be able to run the routines in Sage 50 Accounts that require only one user to be logged in
4. Service Accent will reconnect automatically when a customer record is saved after creation or amendment or if the Export invoices routine is run. You can also reconnect manually by clicking the **Test connection** button (see page 20).

To set the options for Sage 50 Accounts

1. Click the **Sage Live Link** link and the following is displayed;

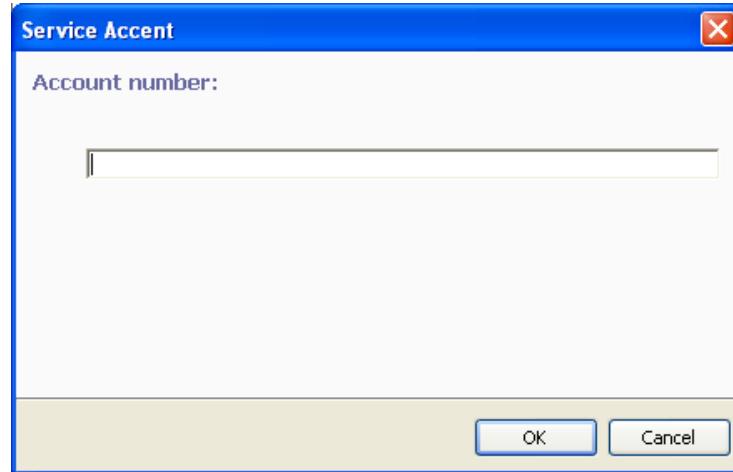


2. Click **Options** and the following is displayed;

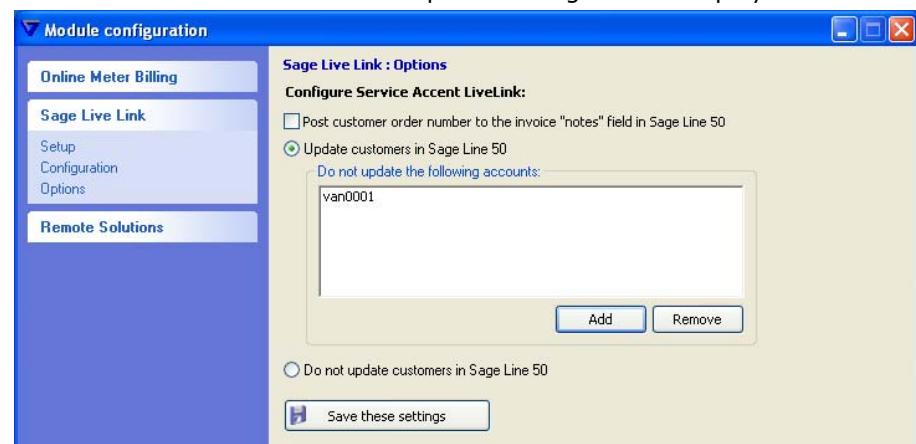


3. Enable **Post customer order number.....** to update the invoice notes field in Sage 50 Accounts with the customer order number from Service Accent.

4. To update the customer records in Sage 50 Accounts with details from Service Accent, enable **Update customers in Sage line 50**.
5. If specific customers are not to be updated on Sage 50 Accounts, click the **Add** button to add customers that are not to be updated and the following appears



6. Enter the **Account number** of the customer to exclude updating.
7. Click the **OK** button and the Options dialogue is re-displayed



8. If no customers are to be updated in Sage 50 Accounts, enable **Do not update customers in Sage line 50**.

Using Sage Live Link

Service Accent Sage Live Link can update Sage 50 Accounts when the following actions are performed in Service Accent.

- Creation of a new customer, amendment of an existing customer, adding a primary contact to a customer record, putting the customer on stop and retrieving information from Sage 50 Accounts
- Exporting invoices and credit notes

Each of these options are explained on the following pages.

Customer Information

Please refer to the *Service Accent User Guide* for full details on creating new customers, amending customers, adding contacts and putting a customer on stop.

To create or amend a customer record

1. An example of a new customer record in Service Accent

2. Click **Save** to save the customer record. This automatically updates Sage 50 Accounts, as shown below

3. When a customer record is created or amended, the following information automatically updates Sage 50 Accounts:



- Account number (from the **Details** tab)
- Customer Name
- Address 1
- Address 2
- Town
- County
- Postcode
- Country
- VAT Number

4. Sage 50 Accounts does not have Address line 3, so this part of the Service Accent address will not update Sage 50 Accounts.

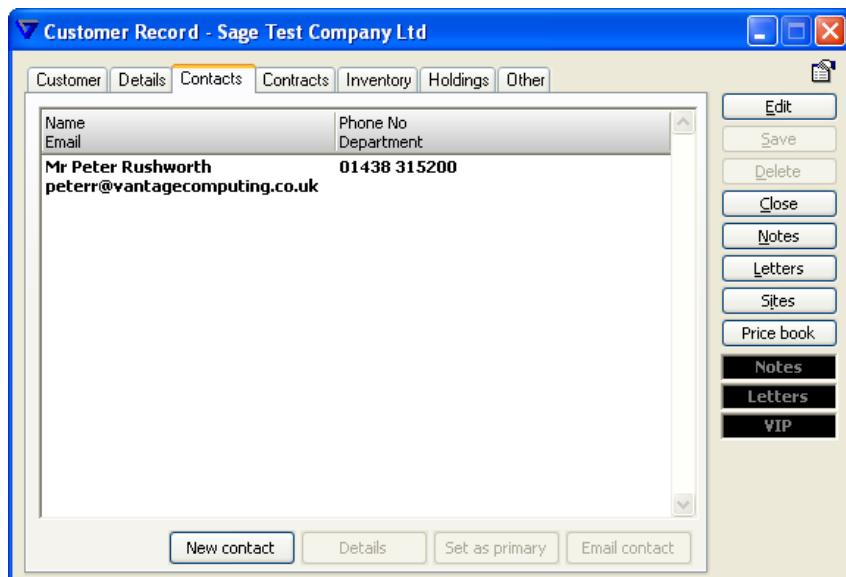
To create or amend a primary customer contact

When a contact is added to a customer record and marked as primary, and then the customer record saved, it will automatically update the main contact in Sage 50 Accounts. Any other contacts added to Service Accent, will not update Sage 50 Accounts.

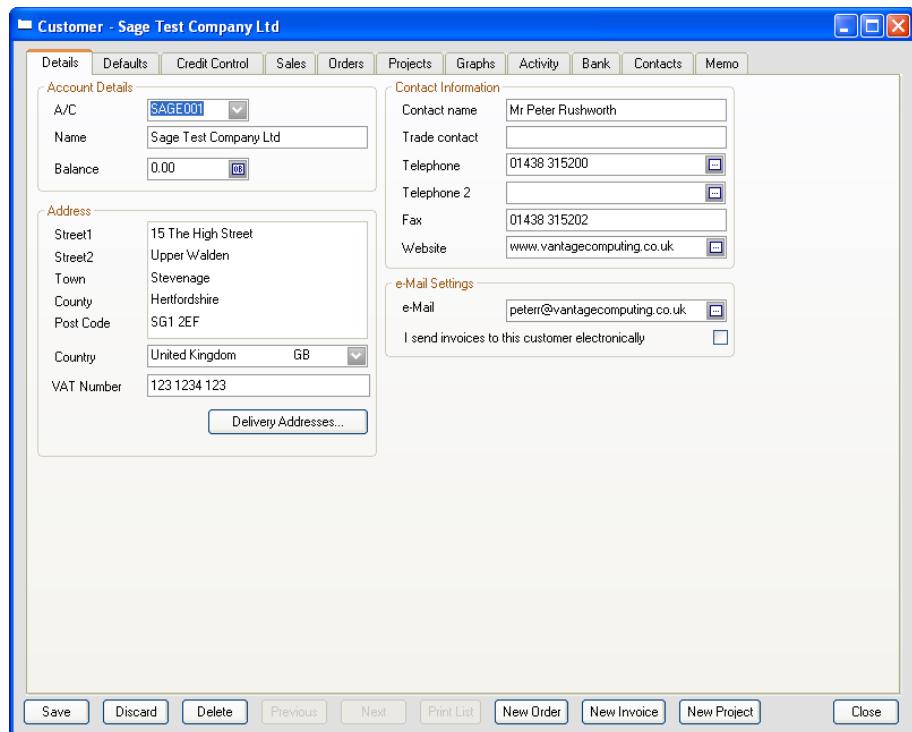
1. An example of a customer contact in Service Accent



2. Click **Save** to save the contact record.



3. Click **Save** to save the customer record. This automatically updates Sage 50 Accounts, as shown below



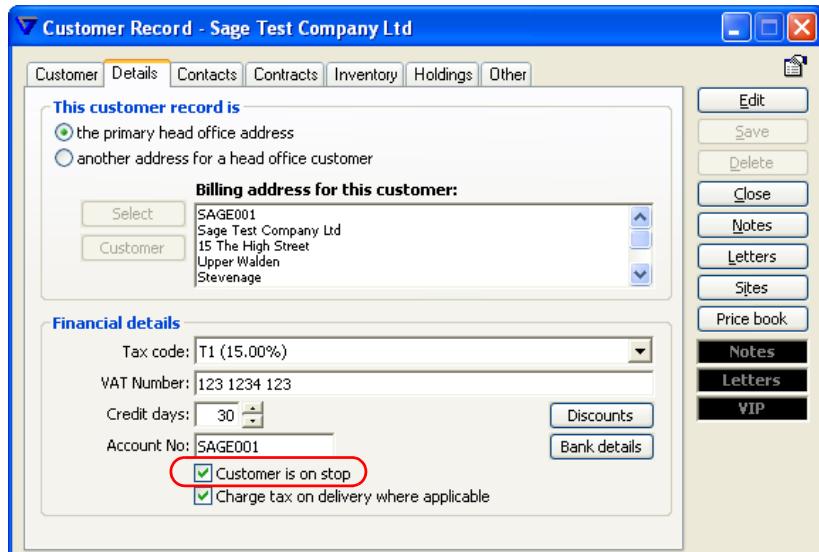
4. When a customer contact is created or amended, the following information automatically updates Sage 50 Accounts:

- Contact name
- Telephone 1 (main telephone number in Service Accent)
- Fax
- Website (Internet address in Service Accent)
- Email

To put a customer on stop

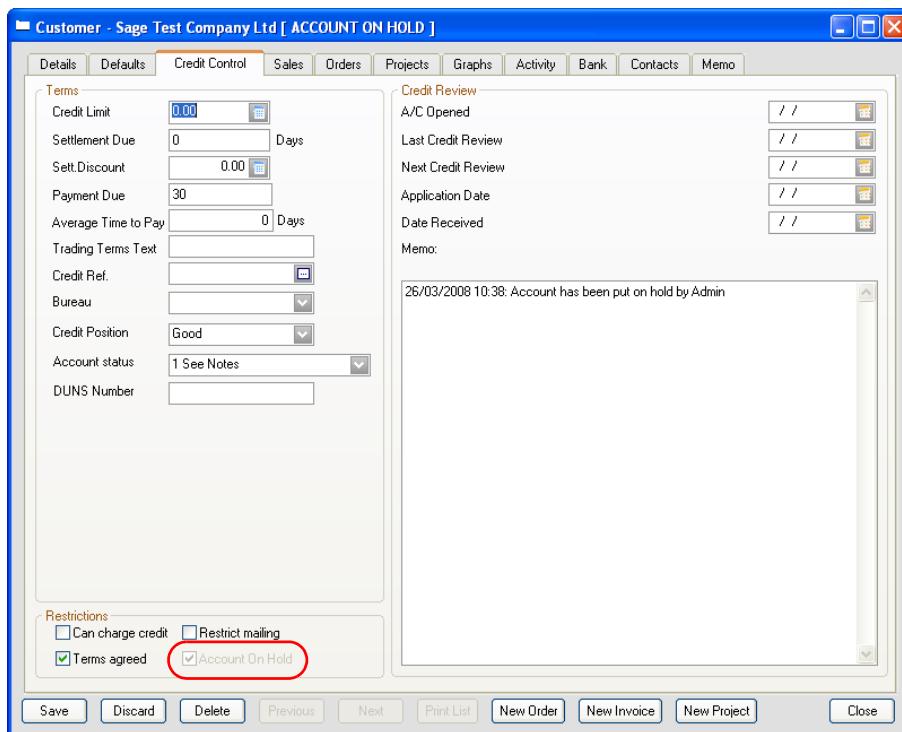
When a customer is put on stop in Service Accent, the customer record in Sage 50 Accounts is marked as account on hold. Putting an account on hold in Sage 50 Accounts will not update the on stop indicator in Service Accent.

1. An example of a customer on stop in Service Accent





2. Click **Save** to save the customer record. This automatically updates Sage 50 Accounts, as shown below

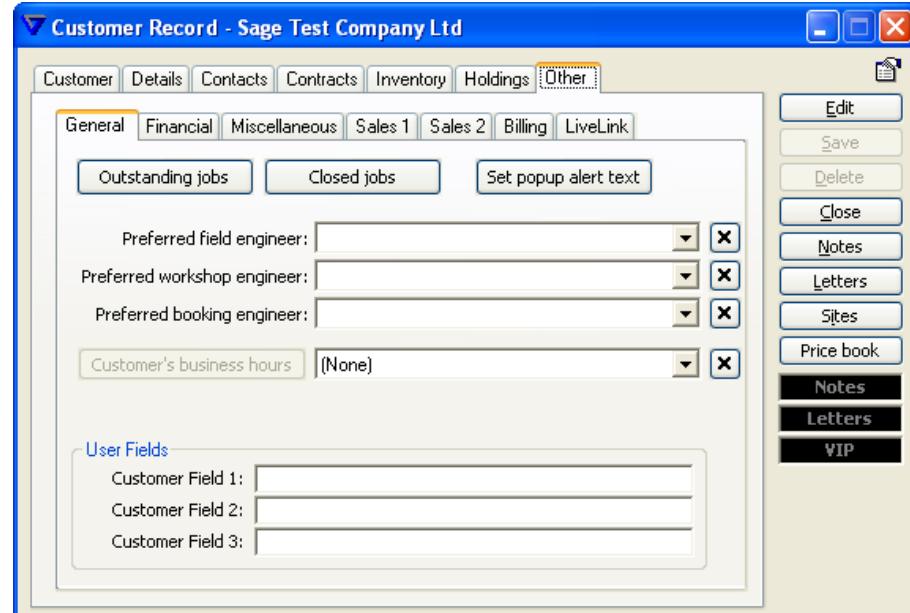


3. The Memo field is updated to indicate which user in Service Accent put the account on hold.

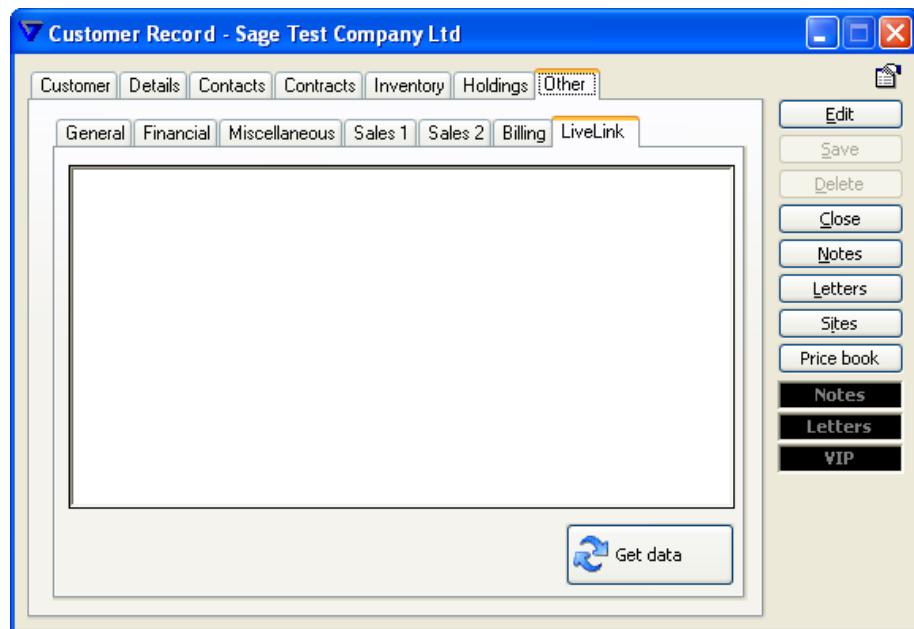
To retrieve information from Sage 50

The current balance, last invoice date and memos can be retrieved from Sage 50 Accounts.

1. Open a customer record in Service Accent and click the **Other** tab



2. Click the **LiveLink** tab



3. Click the **Get data** button



4. The information retrieved is not saved in the Service Accent customer record. As Sage 50 Accounts is not a static application, the data has to be retrieved manually each time the data is required.



Exporting invoices and credit notes

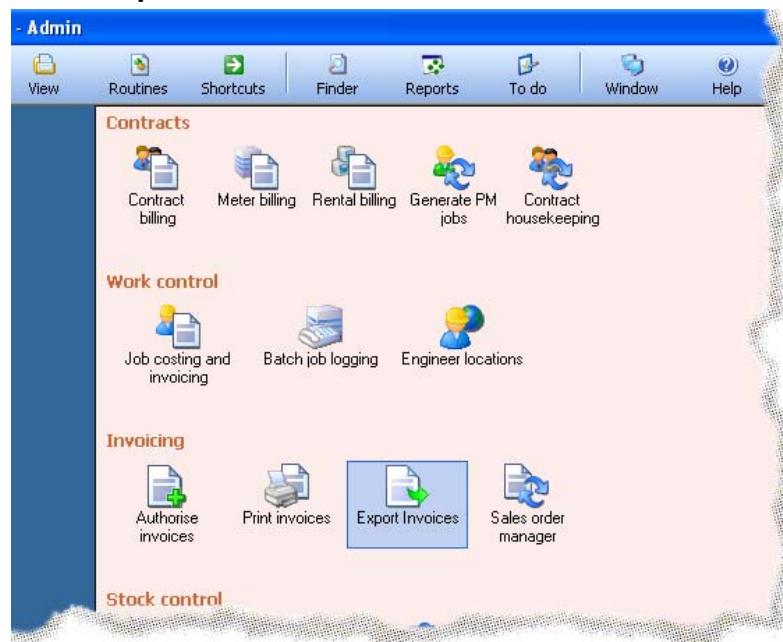
Please refer to the *Service Accent User Guide* for full details generating invoices and credits and authorising invoices.



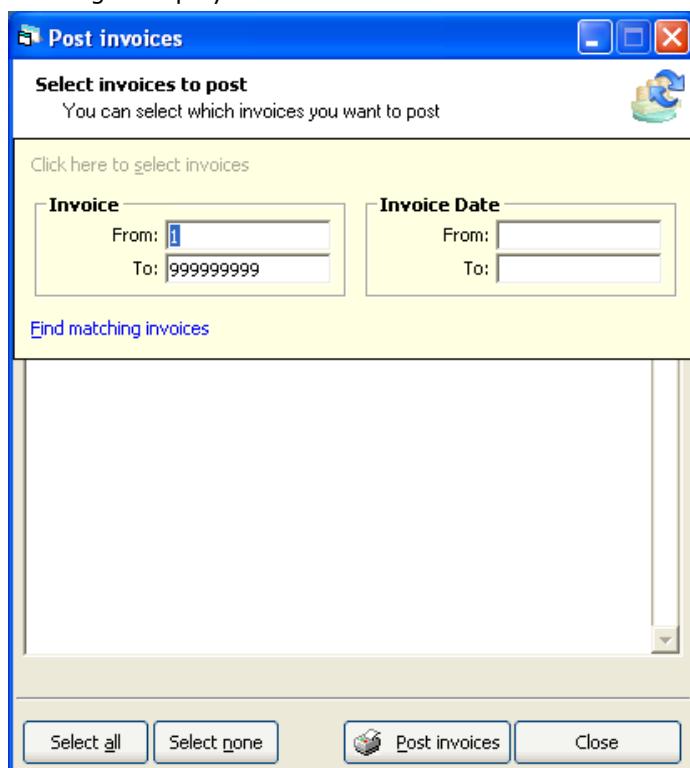
After an invoice has been authorised, it cannot be printed until it has been posted to Sage 50 Accounts. This is because the Service Accent invoice number will be changed to the next available invoice/credit number in Sage 50 Accounts.

To export invoices and credit notes

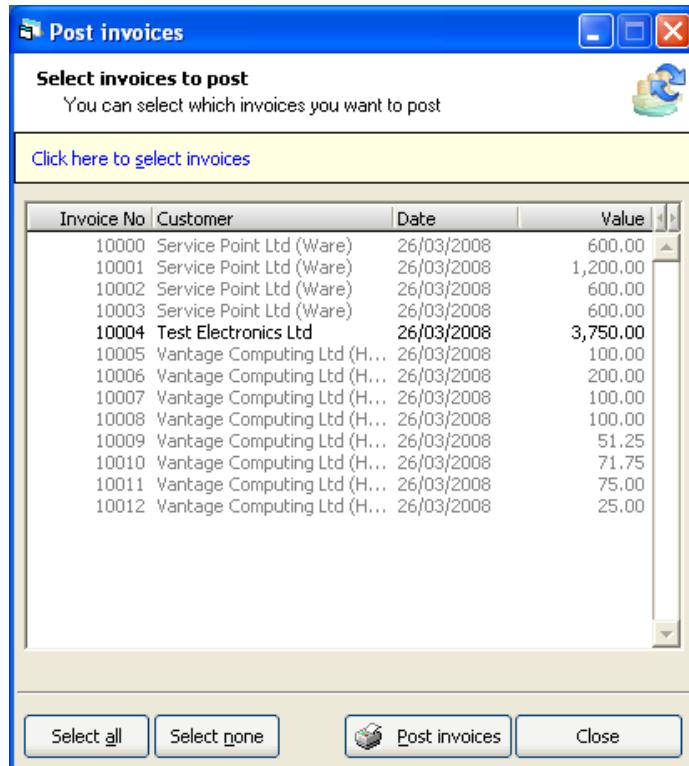
1. Click **Routines** from the Service Accent button bar, under **Invoicing**, click the **Export Invoices** icon.



2. The following is displayed



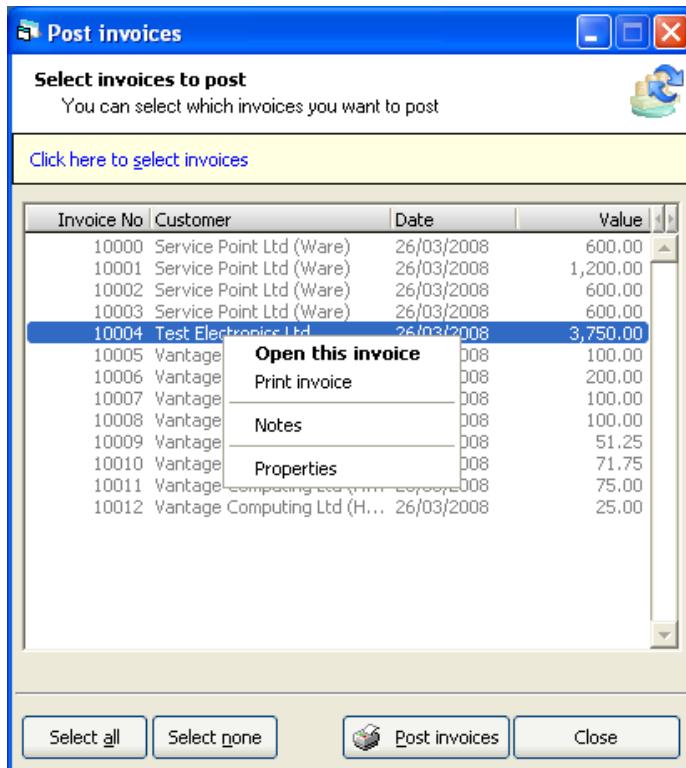
3. From the **Invoice** area, select the Service Accent invoice numbers or credit notes numbers to post. The default is from 1 to 999999999, this will select all authorised invoices and credit notes.
4. In the **Invoice Date** area, select the invoice date range for the invoices and credit notes to post. The default is blank, which will select all authorised invoices and credit notes.
5. Click [Find matching invoices](#) and the following is displayed



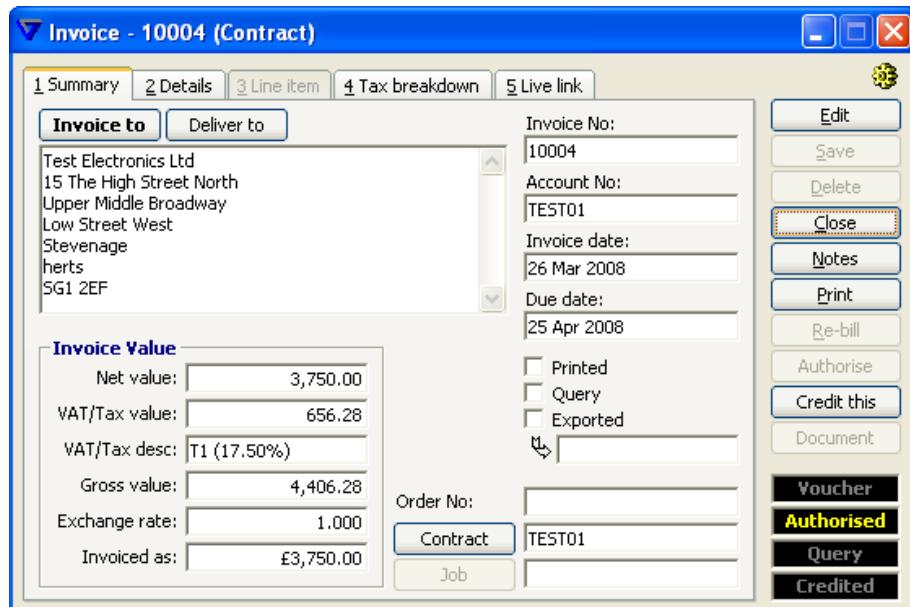
6. Click [Click here to select invoices](#) to redefine your search criteria.
7. All the invoices in the range selected will be displayed. The invoices shown in light grey indicate that there is a missing nominal code on one or all of the invoice lines. These nominal codes must be added to the invoice before it can be posted. The invoices shown in black have nominal codes and can be posted to Sage 50 Accounts.



8. To view an invoice, highlight the invoice/credit note and right click.

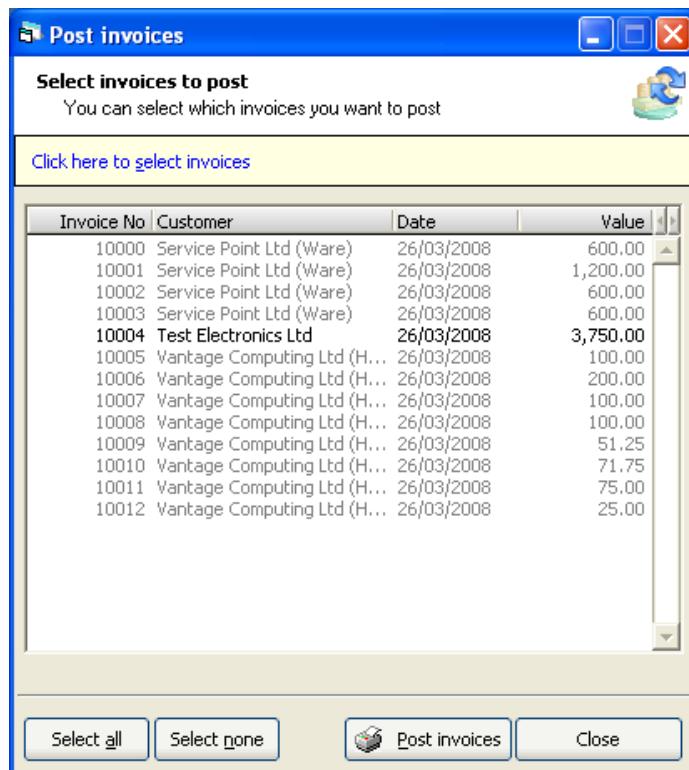


9. Then click **Open this invoice**

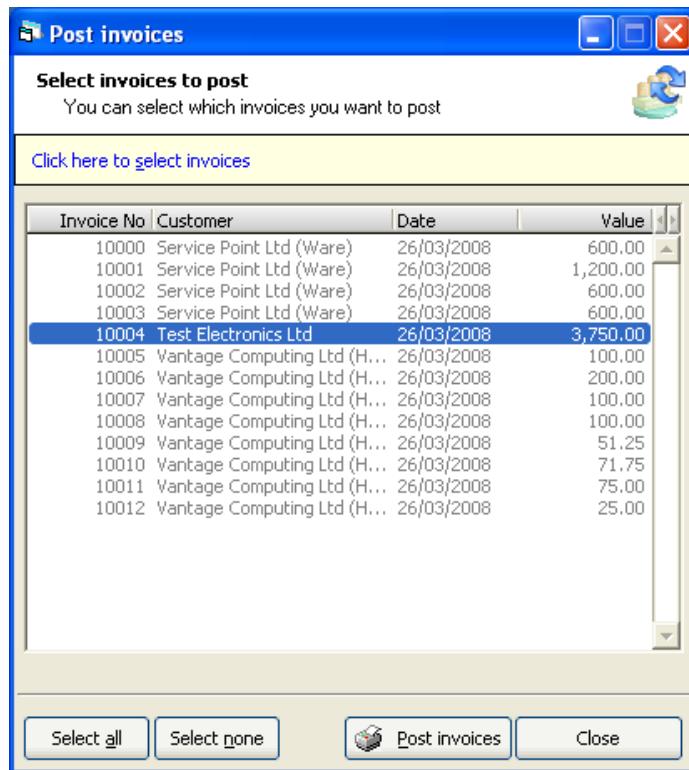


10. Please refer to the *Service Accent User Guide* for further details on this invoice dialogue (including how to add nominal codes).

11. Click **Close** and the **Post Invoices** dialogue is redisplayed



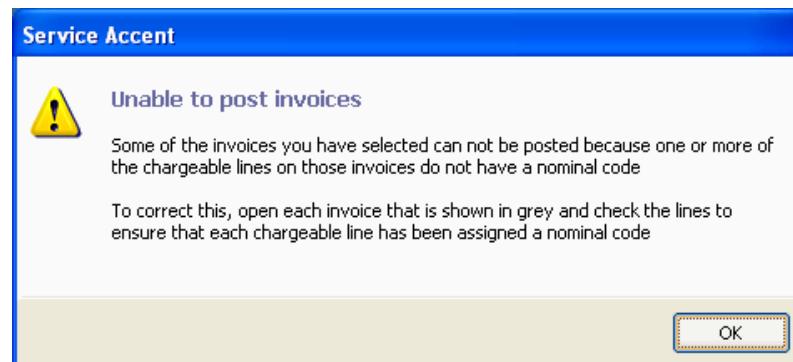
12. To select all invoices to post, click the **Select all** button.
13. To select individual invoices to post, press **Control** and click with the mouse on the required invoices.
14. To clear your selection of invoices to post, click the **Select none** button.



15. To post the selected invoices, click the **Post invoices** button.

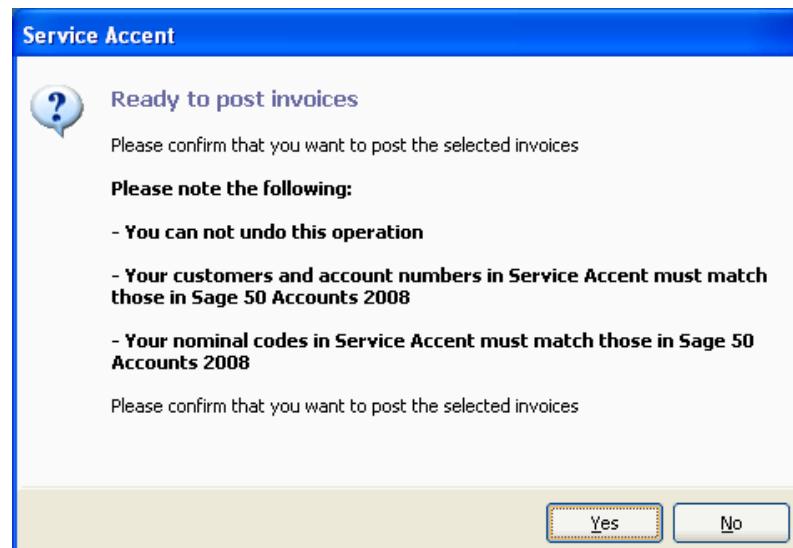


16. If a grey invoice has been selected for posting, the following message will be displayed



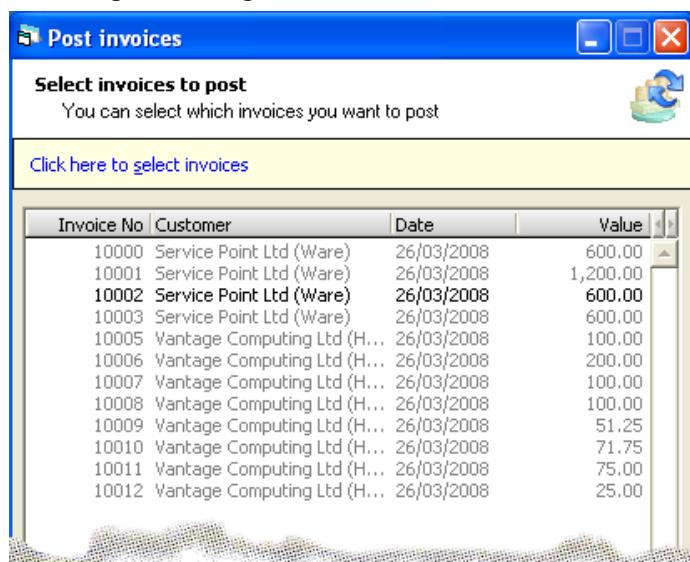
17. The invoices cannot be posted because one or more of the invoice lines does not have a nominal code. Click **OK** to acknowledge the message and amend the invoices as required.

18. If the invoice has nominal codes, the following will be displayed



19. Click the **Yes** button to confirm that you want to post the selected invoices. The posting process cannot be undone.

20. The selected invoices will be automatically posted to Sage 50 Accounts and the Post invoices dialogue is redisplayed with the invoices just posted no longer showing.



21. In Sage 50 Accounts, the invoices are added to the invoices list

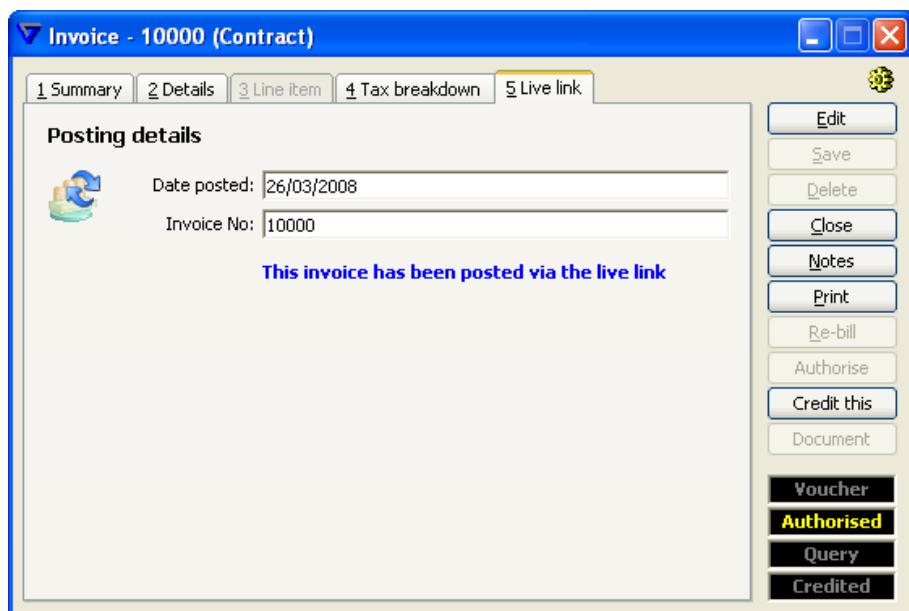
No.	Type	Date	Name	Amount	Printed	Posted
1	Srv	19/03/2008	Test Electronics Ltd	489.59	Yes	Yes
2	Srv	19/03/2008	Test Electronics Ltd	489.59	Yes	Yes
3	Srv	19/03/2008	Test Electronics Ltd	489.59	Yes	Yes
4	Srv	23/08/2007	L B I Lighting Systems Ltd	11.75		
5	Srv	23/08/2007	Vantage Computing Ltd	112.52		
6	Srv	16/01/2008	Vantage Computing Ltd	38.18		
7	Srv	19/02/2008	Test Electronics Ltd	489.59	Yes	Yes
8	Srv	17/03/2004	Vantage Computing International	642.72		
9	Srv	21/02/2007	Vantage Computing International	6.66		
10	Srv	21/02/2008	Vantage Computing International	6.66		
11	Srv	07/03/2007	Vantage Computing Ltd	18.99		
12	Srv	29/03/2007	Vantage Computing International	6.66		
13	Srv	01/08/2007	Vantage Computing Ltd	6.66		
14	Srv	01/08/2007	Vantage Computing Ltd	13.32		
15	Srv	01/08/2007	Vantage Computing Ltd	6.66		
16	Srv	01/08/2007	Vantage Computing Ltd	6.66		
17	Srv	01/08/2007	Frank Wadkin Contractors Ltd	50.16		
18	Srv	01/08/2007	LB I Lighting Systems Ltd	2277.44		
19	Srv	01/08/2007	Janet and Roger UK Ltd	39.07		
20	Srv	01/08/2007	Vantage Computing Ltd	470.00		
21	Srv	01/08/2007	Vantage Computing Ltd	74.68		
22	Srv	02/08/2007	Cardrey Controls Ltd	144.14		
23	Srv	23/08/2007	Frank Wadkin Contractors Ltd	1355.94		
24	Srv	23/08/2007	White Grahams Solutions Ltd	705.00		
25	Srv	23/08/2007	Green Alert Ltd	100.00		
26	Inv	19/02/2008	at&t	58.75		
27	Srv	25/02/2008	Test Electronics Ltd	5385.49		Yes
199	Srv	25/02/2008	Test Electronics Ltd	5975.09		Yes
10000	Srv	26/03/2008	Test Electronics Ltd	4406.26		

22. The next step is to update the customer transaction list with this invoice. Highlight the invoices to post and then click the **Update** button.

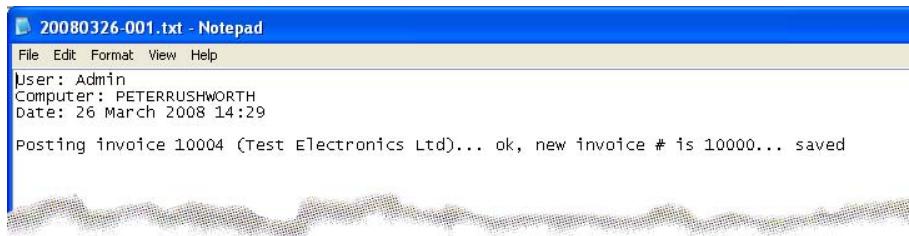
23. In Service Accent, the invoice number will be replaced with the next sequential invoice number from Sage 50 Accounts. In this case the Service Accent invoice number was 10004, but the next sequential number in Sage 50 is 10000, so the invoice number in Service Accent is changed to 10000

Invoice to:	Test Electronics Ltd 15 The High Street North Upper Middle Broadway Low Street West Stevenage herts SG1 2EF	Invoice No:	10000
Invoice Value:	Net value: 3,750.00 VAT/Tax value: 656.28 VAT/Tax desc: T1 (17.50%) Gross value: 4,406.28 Exchange rate: 1.000 Invoiced as: £3,750.00	Account No:	TEST01
		Invoice date:	26 Mar 2008
		Due date:	25 Apr 2008
		<input type="checkbox"/> Printed	
		<input type="checkbox"/> Query	
		<input checked="" type="checkbox"/> Exported	26 Mar 2008
		Order No:	Contract TEST01
		Contract	Job

24. Click the **Live Link** tab



25. This tab shows the new invoice number and the date the invoice was posted to Sage 50 Accounts.
26. The invoice can now be printed and sent to the customer.
27. Each time a **Post via LiveLink** is completed a log file is written to the `\AccentDB\Logs\LiveLink` folder and file name is `YYYYMMDD_nnn.txt` where `YYYY` is the year, `MM` is the month number, `DD` is the day and `nnn` is a sequential number. This log file can be opened with `notepad.exe` and shows details of the post



28. The log file will show the original Service Accent invoice number and the new Sage 50 Accounts invoice number.

